

B. Describe the State's plan for use of the funds reserved for Statewide Activities under WIA §128(a)(1)

The State is in the process of developing and approving the uses of its statewide activity funds. This process includes the development of the budget by the state administrator (CTDOL) for review and discussion by the Connecticut Employment and Training Commission's (CETC) Executive Committee. Here recommendations are made and a vote is taken to move the budget to the full CETC for a final vote.

The State has used funds reserved for Statewide activities under WIA §128(a)(1) for those required activities and other allowable activities as follows :

- Dissemination and maintenance of the ETPL;
- Provision of monthly and quarterly One-Stop Management Performance Data;
- Provision of Labor Market Information;
- Provision of programmatic administrative support, monitoring, and technical assistance;
- Operation of a fiscal and management accountability information system;
- Operation and maintenance of a statewide One-Stop case management and information system-CTWorks Business System;
- Fund staff in the local One-Stop offices to carry out adult, dislocated worker and Youth activities, including:
 - Developing Individualized Service Plans based on assessments;
 - Referring customers to applicable services based on the service plans;
 - Monitoring customer compliance with the service plan;
 - Providing follow-up to customers after completion of the plan;
 - Communicating with local service providers on customer's progress
 - Identification of customers most in need of re-employment services based on statistical rankings;
- Provision of Incentive awards;
- Provision of technical assistance, including staff development and training;
- Administration of customer satisfaction surveys; and
- Provision of funds for Incumbent Worker Training.

C. Describe how any waivers or workflex authority (both existing and planned) will assist the state in developing its workforce investment system. (189(i)(1), 189(i)(4)(A), and 192)

Through the vehicle of this plan, Connecticut is requesting an extension of the waiver to postpone the implementation of the subsequent eligibility process for training providers as described in Section 122 of the Workforce Investment Act.

During the time since the requests were granted, Connecticut has continued efforts to implement the process. Unfortunately, the collection of all student data has been and continues to be a task nearly impossible to achieve. As a result, the consequences of not having a waiver would mean that the Eligible Provider Training List would be severely diminished, leaving very little customer choice. Connecticut requests that USDOLETA provide an additional waiver extension through June 30, 2007.

Additionally, CETC will reserve authority to recommend to the Governor, when appropriate, opportunities for applying for workflex and waivers as strategies for the ongoing improvement of the state's workforce investment system.

D. Performance Management and Accountability. Improved performance and accountability for customer-focused results are central features of WIA. To improve, states need not only systems in place to collect data and track performance, but also systems to analyze the information and modify strategies to improve performance. (See Training and Employment Guidance Letter (TEGL) 15-03, Common Measures Policy, December 10, 2003.) In this section, describe how the state measures the success of its strategies in achieving its goals, and how the State uses this data to continuously improve the system.

- 1. Describe the state's performance accountability system, including any state system measures and the state's performance goals established with local areas. Identify the performance indicators and goals the state has established to track its progress toward meeting its strategic goals and implementing its vision for the workforce investment system. For each of the core indicators, explain how the state worked with local Boards to determine the level of the performance goals. Include a discussion of how the levels compare with the state's previous outcomes, as well as with the state-adjusted levels of performance established for other states (if available), taking into account differences in economic conditions, the characteristics of participants when they entered the program and the services to be provided. Include a description of how the levels will help the state achieve continuous improvement over the two years of the Plan. (112(b)(3) and 136(b)(3))***

Connecticut's performance accountability system under the Workforce Investment Act involves both the Connecticut Department of Labor and the Connecticut Employment and Training Commission, assisted by the Office for Workforce Competitiveness.

The Labor Department, as the administrator for WIA, has both its Performance Measurement Unit and WIA Administration involved in the managing of WIA performance. This is accomplished through the development and issuance of a number of reports/analyses designed to assist